



CHANGE CONTROL PROCESS

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Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

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Issued: 10/27/00 12/05/00

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VERSION CHANGE HISTORY

This section list changes made to the baseline Electronic Interface Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/14/98		Initial issue.
1.2	2/28/00	All	<p>The EICCP Documentation has been modified to incorporate:</p> <ul style="list-style-type: none"> - Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages) - Incorporated manual process - Defined cycle times for process intervals and notifications - Defect Notification process - Escalation Process - Modified Change Control forms to support process changes - Changed EICCP to CCP
1.3	3/14/00	All	<p>The CCP Documentation has been modified to incorporate:</p> <ul style="list-style-type: none"> - Type 6 Change Request, CLEC Impacting Defect - Increased number of participants at Change Review meetings - Changed cycle time for Types 2-5 Step 3 from 20 days to 15 days - Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community

			<ul style="list-style-type: none"> - Web Site address for Change Control Process - Notification regarding the Retirement and Introduction of new interfaces - New status codes for Defect Change Requests - New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (types 2-5 Change Requests) - Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages. - Word changes to provide clarification throughout the document.
1.4	4/12/00	All	<p>The CCP Documentation has been modified to incorporate:</p> <ul style="list-style-type: none"> - Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting - Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days - Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements - Introduction and Retirement of New Interfaces Section - Dispute Resolution Process - Testing Environment Section - Word changes to provide clarification throughout the document - Monthly Status Meeting Agenda Template - RF1870 Change Request Form changes
1.5	4/26/00	Section 1	<ul style="list-style-type: none"> - Updated CCP web site address

		Section 8	- Updated Escalation Contacts for Types 2-6
		Section 11	- Added definitions for Account Team and Electronic Communications Support (ECS)
1.6	7/20/00	Section 1	- Added “testing” under process changes
		Section 2	- Clarification provided in “Change Review Participants” description.
		Section 4	- Added statement regarding submittal of Change Requests
		Part 2	- Clarification provided for documentation changes for business rules
			- Step 2-Added email notification
			- Step 3-Removed “Cancellation by BellSouth”
			- Step 3-Clarification on reject reasons
		Section 5	- Step 3-Clarification on internal validation activities
			- Step 4-Changed cycle time from 5 to 4 bus days for develop workaround
			- Added defect implementation range
		Section 6	- Changed prioritization from “by interface” to “by category”
			- Changed timeframe for receiving a Change Request prior to a Change Review Meeting from 33 to 30 business days
			- Modified the prioritization voting rules
		Section 7	- Updates to the Introduction and Retirement of Interfaces
		Section 8	- Added Type 6 escalation turnaround time
			- Changed 3 rd Level Escalation contacts for Types 2-6
		Section 11	- Removed “Cancellation by BellSouth” and

		<p>Appendix A</p> <p>Appendix C</p> <p>Appendix D</p> <p>All</p>	<p>“Defect Cancelled” definitions</p> <ul style="list-style-type: none"> - Removed “Cancellation by BellSouth” from Change Request Form and Checklist - Added Letter of Intent Form - Changes to the following forms: Preliminary Priority List, CCP User Registration Form. Added the following forms: Defect Notification Sample, CR Log Legend. - Added BellSouth Versioning Policy <p>Word changes to provide clarification throughout the document.</p>
2.0	08/23/00	<p>Cover</p> <p>Section 3</p> <p>Section 5</p> <p>Section 10</p> <p>Section 11-Terms & Definitions</p> <p>Appendix A</p> <p>All</p>	<ul style="list-style-type: none"> - Removed “Interim” from cover. - Updated Type 6 definition to incorporate new defect and expedited feature definitions. - Replaced Section 5, Defect Notification Process with a “Draft” Defect/Expedite Notification Process. - Reduced the implementation interval for validated defects (High Impact) from 4 - 30 business days to 4 - 25 business days, best effort. - Added Internet Web sites for EDI and TAG Testing Guidelines - Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts. - Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels. - Referenced the handling of expedites and expedite notification where appropriate.

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1.0 INTRODUCTION

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Interfaces, the introduction of new interfaces, and provide for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect external users of BellSouth's Electronic Interface Applications, associated manual process improvements, performance or ability to provide service including defect/expedite notification. This process shall be referred to as the Change Control Process.

All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory and business requirements. Parties shall provide appropriate web notification to the CLEC/BST Change Control Team participants prior to deviating from the processes established within this document. All parties will comply with all legal and regulatory requirements.

The Change Control Process will cover change requests for the following interfaces and associated manual processes that have the potential to impact the interfaces connected to BellSouth:

- Local Exchange Navigation System (LENS)
- Electronic Data Interchange (EDI)
- Telecommunications Access Gateway (TAG)
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local
- CLEC Service Order Tracking System (CSOTS)

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services (i.e., new services available via the in-scope interfaces)
- New or Revised Edits
- Process (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance and testing)
- Regulatory
- Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance, training materials and job aids)(BellSouth cannot support)
- Defects/Expedites

The scope of the Change Control Process **does not** include the following:

The scope of the Change Control Process does not include the following which are handled through existing BellSouth processes:

- BonaFide Requests (BFR)
- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements
- Collocation

- (Agree to remove)(Agree to remove)
- Coordination of test agreements will continue to be supported by the Account Team(Agree to accept)
- Questions regarding existing documentation should be handled by the Account Team. However, if documentation needs to be changed for clarification purposes, a Change Request should be submitted to the Change Control Team.(Agree to accept)

- Change Requests of this nature will be handled through existing BellSouth processes.(Revised and accepted above)

OBJECTIVES OF THE CHANGE CONTROL PROCESS:

- Support the Industry guidelines that impact Electronic Interfaces and manual processes relative to order, pre-order, maintenance, and billing as appropriate
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Change Control Process electronically are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

The web site address for the Change Control Process is as follows:

<http://www.interconnection.bellsouth.com/>

Select “Local Exchange Carriers”

Select “Change Control Process”

2.0 CHANGE CONTROL ORGANIZATION

The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow - Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows:

Change Review Participants. Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets to review, prioritize, and make recommendations for Candidate Change Requests. The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process step 7 for Types 2-5 changes).

CLECs and BellSouth will define points of contact in each of their companies for communicating and coordinating change notification. All change requests are made in writing (e-mail is preferred). Notifications will be provided via e-mail and posted to the BellSouth web site.

Each company may bring the number of participants necessary to represent their position. If the number of participants grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.

BellSouth Change Control Manager (BCCM). The BCCM is responsible for managing the Change Control Process and is the main point of contact for Types 2 – 6 changes. This individual maintains the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

CLEC Change Control Manager (CCCM). The CCCM is the CLEC point of contact for Change Requests. This individual is responsible for presenting and prioritizing Change Requests at the Change Review Meetings.

Release Management Project Team. A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled changes and releases.

3.0 CHANGE CONTROL DECISION PROCESS

Change requests will be classified by Type. There are six Types:

Type 1 – System Outage

A Type 1 change is a BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface. If the System Outage is not resolved within 20 minutes, a notification will be provided via e-mail and posted to the web within one hour. Either BellSouth or a CLEC may initiate the change request. Type 1 system outages will be processed on an expedited basis. All Type 1 System Outages will be reported to the Electronic Communications Support (ECS) Help Desk. A Type 1 System Outage is a condition where the CLEC Pre-Orders/Orders/Queries/Maintenance Requests cannot be submitted or will not be accepted by BellSouth.

Type 2 – Regulatory Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is required, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. Either BellSouth or a CLEC may initiate the change request. [Type 2 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.](#) (Does not apply to Expedited Feature process)

Type 3 – Industry Standard Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request. [Type 3 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.](#) (Does not apply to Expedited Feature process)

Type 4 – BellSouth Initiated Change.

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). [Type 4 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.\(BellSouth Agrees\)](#)

Type 5 – CLEC Initiated Change.

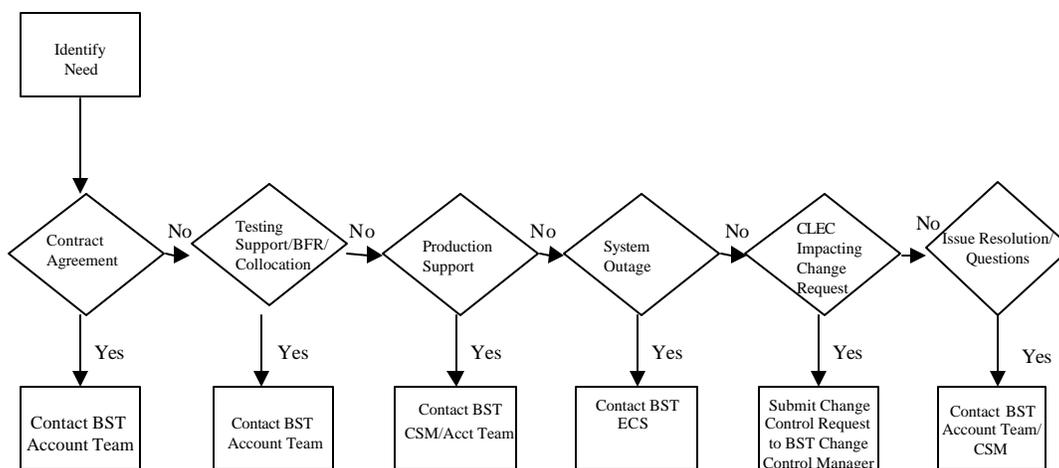
Any non-Type 1 change affecting interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). [Type 5 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.\(BellSouth Agrees\)](#)

Type 6- CLEC Impacting Defects.(Agree to Remove)

A defect is a [\(agree to add\)](#)ny non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BellSouth has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects. [Type 6 validated changesdefects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.](#)

[\(Agree to remove\)](#)The CLEC and/or BellSouth may initiate [defect \(Agree to remove\)](#) changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

Figure 3-1 shows the top-level process that will be used to evaluate Change Requests. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements and defects/expedites will be handled through the Change Control Process.

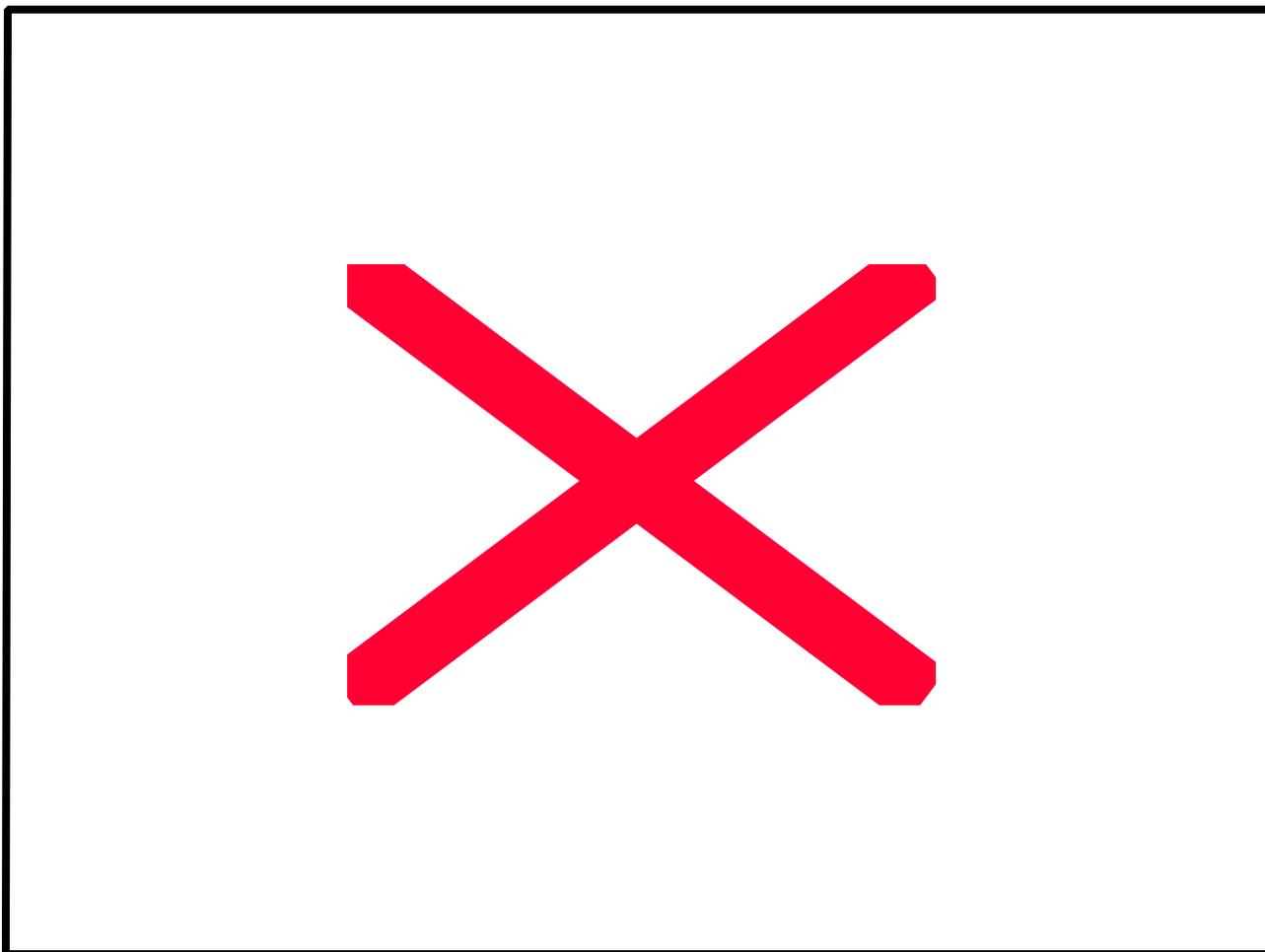


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Figure 3-1. Change Control Decision Process

4.0 CHANGE CONTROL PROCESS FLOW

The following two sub-sections describe the process flows for typical Type 1 through Type 5 changes. Each sub-section will describe the cycle times for an activity and document accountability, sub-process activities, inputs and outputs for each step in the process. Section 5 of this document describes the process flow for Type 6 changes. Based on the categorization of the request, the following diagram will help guide a CLEC or BellSouth representative to the appropriate process flow based on Change Control Request Type:



[No change was made to this figure, an error in the revision marking process resulted in its accidental modification/deletion.]

Figure 4-1. Change Control Process Flow

Part 1 - Type 1 Process Flow

Figure 4-2 provides the process flow for resolving a typical Type 1 - System Outage. The Electronic Communications Support (ECS) Group will work with the CLEC community to resolve and communicate information about system outages in a timely manner - actual cycle times are documented in table 4-1 and the sub-process steps. The ECS Helpdesk number is 888-462-8030.

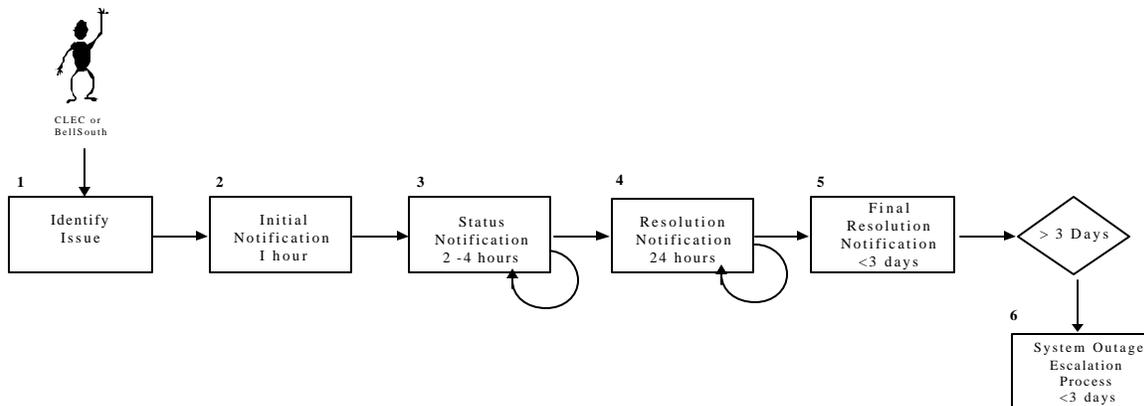


Figure: 4-2. Type 1 Process Flow

Table 4-1 describes the cycle times for each process step that is outlined in the Type 1 - System Outage Process Flow. These cycle times represent typical timeframes for completing the documented step and producing the desired output for the step. In sub-process step 2 “Initial Notification” timeframe for completing this step does not begin until after the outage has been reported. The sub-process steps 3 “Status Notification” and 4 “Resolution Notification” are iterative steps. Iterative steps will be performed one or more times until the exit criteria for that process are met. If resolution is not reached within 20 minutes, BellSouth will provide the initial notification to the CLEC community via e-mail and post outage information on the web.

Table 4-1. Type 1 Cycle Times

Process Description	1 Identify Issue	2 Initial Notification	3 Status Notification	4 Resolution Notification	5 Final Resolution Notification	6 Escalation
Cycle Time	N/A	1 hour E-mail & BST Website will be posted if outage exceeds 20 minutes	2 - 4 hours (Iterative)	24 hours (Iterative)	< 3 days	> 3 days System Outage Escalation Process

Note: The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.

The table below details the steps, accountable individuals, tasks, the inputs/outputs and the cycle time of each sub-process in the Type 1 Process Flow. This process will be used to capture and communicate system outage information, status notification(s), resolution and notification(s), and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 4-2. Type 1 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM ECS	<p><u>IDENTIFY ISSUE:</u></p> <ol style="list-style-type: none"> 1. Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface). 2. Call the BST Electronic Communications Support (ECS) help desk at 888-462-8030. 3. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis. 4. ECS will provide the CLEC with a trouble ticket number and record and track the outage. 4. ECS will provide the CLEC with a trouble ticket number, if requested, to record and track the outage. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Issue Characteristics • Call to ECS Helpdesk <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Recorded Outage 	N/A
2	ECS	<p><u>INITIAL NOTIFICATION:</u></p> <ol style="list-style-type: none"> 1. ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will also be distributed. 2. The CLEC initiating the Type 1 System Outage will need to be available for communications on an 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Recorded Outage <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Industry Notification posted on Web • E-mail to CLECs participating in Change Control 	1 Hour If System Outage is not resolved within 20 minutes, a notification

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>as needed basis.</p> <ol style="list-style-type: none"> 3. ECS will continue to work towards the resolution of the problem 4. If outage is resolved, this notice is the first and final notification. The process for the item has ended. Outage Information will be reported in the monthly status meeting by the BCCM. 		<p>will be sent to CLECs via e-mail and posted to the web.</p>
3	ECS	<p><u>STATUS NOTIFICATION: (ITERATIVE)</u></p> <ol style="list-style-type: none"> 1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem. 2. ECS may communicate with the industry / affected parties. The following information may be discussed: <ul style="list-style-type: none"> • Clarification of outage • Current status of resolution • Agreement of resolution 3. If a resolution has not been identified continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web. 4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Industry Notification posted on Web <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Status Notification posted on Web • Resolution information 	<p>2-4 hour intervals</p>
4	ECS CCCM	<p><u>RESOLUTION NOTIFICATION: (ITERATIVE)</u></p> <ol style="list-style-type: none"> 1. The resolution notification is posted to the Web. 2. If the item is determined to be a defect/expedite, the CLEC that initiated the call will submit a "Change Request Form" checking the Type 6 box. 3. If the resolution is not the final resolution the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution. 4. When the final resolution has been 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Status Notification posted on Web • Resolution information <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Resolution Information posted on Web • Final Resolution Information 	<p>24 hours after reporting outage</p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		created, proceed to Step 5 "Final Resolution Notification".		
5	ECS	<u>FINAL RESOLUTION NOTIFICATION:</u> 1. The final resolution notification is posted on the Web.	<u>INPUTS:</u> <ul style="list-style-type: none"> • Final Resolution Information <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Final Resolution Notification 	< 3 days
6	CCCM ECS	<u>ESCALATION</u> 1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification. 2. Refer to the Type 1 - Escalation Process documented in Section 8.	<u>INPUTS:</u> <ul style="list-style-type: none"> • Information or concern relating to a Type 1 - Systems Outage <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Documented Escalation • Escalation Response 	> 3 days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.)

Part 2 – Types 2-5 Process Flow

Figure 4-3 provides the process flow for reviewing, scheduling and implementing a typical Type 2-5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. Change Requests should be submitted to the BellSouth Change Control Manager using the standard Change Request form template. This template can be acquired on the Change Control web page. Change Requests may be submitted for interfaces that are currently being utilized, in the testing phase, or if a Letter of Intent is on file with the BCCM.

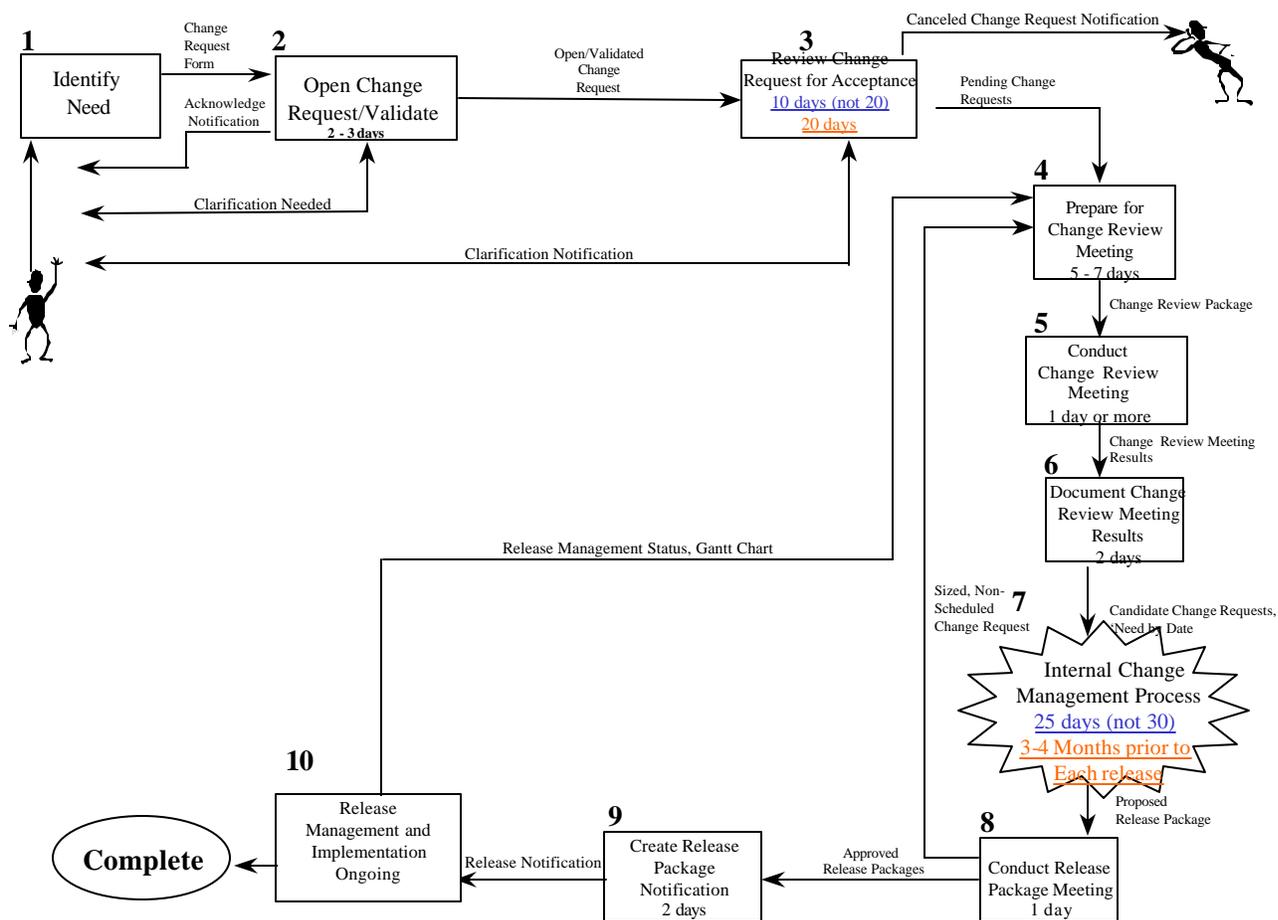


Figure 4-3. Change Control Process Flow

Based on the process flow outlined above:

- For the implementation of new features or modification of current functionality, final Software Release requirements and specifications will be provided 45 calendar days or more in advance of the implementation date.
 - For the implementation of new features or modification of current functionality, draft requirements and specifications for software releases or systems modifications will be provided to CLECs 90 calendar days or more in advance of the implementation data.
 - For the implementation of a new software version, final requirements and specifications will be provided to CLECs 180 calendar days or more in advance of the implementation date.
 - All additions and changes to any BellSouth documentation changes that do not impact CLEC software, including business rule changes, will be provided to CLECs 30 calendar days or more in advance of implementation date.
-
- Draft user requirements for software releases will be provided to CLECs NLT 90 calendar days in advance of the release implementation date.
 - Final user requirements for software releases will be provided to CLECs NLT 45 calendar days in advance of the release implementation date.
 - Notification for the implementation of a new TCIF map will be provided NLT 180 calendar days in advance of the release implementation date. BellSouth will begin working jointly with the CLECs in the development of the User Requirements for a new TCIF map NLT 180 calendar days in advance of the release implementation date.
 - Draft user requirements for the implementation of a new TCIF map will be provided to the CLECs NLT 120 calendar days in advance of the release implementation date.
 - Final user requirements for the implementation of a new TCIF map will be provided to CLECs NLT 60 calendar days in advance of the release implementation date. To accommodate changes that may be necessary as a result of design, construction, and testing efforts, BellSouth will distribute the user requirements at least once a month until one (1) month beyond implementation of the new TCIF map.

- All additions and changes to BellSouth business rule documentation will be provided to CLECs NLT 30 calendar days in advance of the release implementation date.

(Agree to Remove)

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

Table 4-3. Types 2-5 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<p><u>IDENTIFY NEED</u></p> <ol style="list-style-type: none"> 1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. 3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Completed Change Request Form with related documentation 	N/A
2	BCCM	<p><u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u></p> <ol style="list-style-type: none"> 1. Log Request in Change Request Log. 2. Send Acknowledgement Notification (Attachment A-3) via e-mail to originator. 3. Establish request status ('N' for New Request) 4. Review change request for mandatory fields using the Change Request Form Checklist. 5. Verify Change Request specifications and related information exists. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Completed Change Request Form with related documentation • Change Request Form Checklist • Change Request Clarification Response <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • New Change Request • Acknowledgment Notification • Validated Change Request 	2-3 Bus Days Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		6. Send Clarification Notification via email to the originator (Attachment A-4) if needed. 7. Update Change Request Status to “PC” for Pending Clarification if clarification is needed. <u>CLEC or BellSouth Originator</u> If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).	<ul style="list-style-type: none"> Clarification Notification Industry Notification via e-mail and web posting 	
3	BCCM	<u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u> 1. Review Change Request and related information for content. 2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts. 3. Determine status of request: <ul style="list-style-type: none"> If change already exists or CLEC training issue(Agree to remove) forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to ‘C’ for Request Canceled or ‘CT’ for Training. If Training issue, refer to CSM or Account Team. If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. If request is accepted, update Change Request status to “P” for Pending in Change Request Log. NOTE: See Section 9.0 Terms and Definitions – Change Request Status for valid status codes and descriptions. If BellSouth feels that a CLEC initiated change request should not be accepted because of cost, industry direction or because it is believed not technically	<u>INPUTS:</u> <ul style="list-style-type: none"> New Change Request Validated Change Request Clarification Notification (if required) <u>OUTPUTS:</u> <ul style="list-style-type: none"> Pending Change Request Clarification Notification (if required) Cancellation Notification (if required) CR status updated on web 	10 Bus Days 20 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>feasible to implement, BellSouth will open an agenda item on the next monthly status meeting/call, and will provide a SME on that call to present its case. With input from other participating CLECs, and subsequent to BellSouth's presentation, BellSouth and the originating CLEC will determine the disposition of the request. BellSouth shall consider all possible options for accommodating the request.</p> <p>If BellSouth determines that a CLEC initiated change request should not be accepted because of cost, industry direction or because it is considered not technically feasible to implement, BellSouth will open an agenda item on the next monthly status meeting/call, and will provide a SME on that call to present its case. BellSouth shall consider all possible options for accommodating the request.</p> <p><u>OBF Issues</u> All issues that are being actively discussed at OBF or are on the agenda to be discussed will be deferred. If the issue is not active and will not be considered within the next six (6) months, BellSouth will address the issue.</p> <p>(Agree to Remove) (Agree to Remove)</p> <p>NOTE: If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC community. SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting.</p>		
4	BCCM CCCM	<p><u>PREPARE FOR CHANGE REVIEW MEETING</u></p> <p>NOTE: These activities take place to prepare for Change review meetings when prioritizations take place.</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Pending Change Request Notifications • Project Release Status (Step 10) • Change Request Log 	5-7 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>BCCM</p> <ol style="list-style-type: none"> 1. Prepare an agenda. 2. Make meeting preparations. 3. Update Change Request Log with current status for new and existing Change Requests. 4. Prepare and post Change Request Log to web. 5. Provide size and scope information on each pending change request to CLECs.(Agree to accept) <p>CCCM</p> <ol style="list-style-type: none"> 1. Analyze Pending Change Requests. 2. Determine priorities for change requests and establish “Desired/Want” dates. 3. Create draft Priority List to prepare for Change Review meeting. 	<p>OUTPUTS:</p> <ul style="list-style-type: none"> • Change Request Log • CLEC Draft Priority List • Size and scope on each Pending change request 	
5	BCCM CCCM	<p>CONDUCT CHANGE REVIEW MEETING</p> <p>Monthly Status Meetings</p> <ol style="list-style-type: none"> 1. Communicate regulatory mandates. 2. Review status of pending/approved Change Requests (including defects/expedites) at monthly status meeting. 3. Review current Release Management statuses. 4. Review issues and action items and assign owners.(Agree to Accept) 5. Present new change requests submitted since previous Monthly Status Meeting.(Agree to Accept) <p>Prioritization Meetings (held quarterly in March, June, September and December)(Agree to accept)</p> <ol style="list-style-type: none"> 1. Follow Steps 1-3 from Monthly Status Meetings. 2. Initiators present Change Requests. 3. BellSouth presents size and scope of 	<p>INPUTS:</p> <ul style="list-style-type: none"> • Change Request Log • CLEC Draft Priority List • Desired/Want Dates • Impact analysis • Size and scope on each Pending change request <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Meeting minutes • Updated Change Request Log • Candidate Change Request List • Issues and Actions Items (if required) 	1 Bus Day (or as needed based on volume) Meeting Day

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>each change request and potential release package combinations. BellSouth presents size and scope of each change request.</p> <ol style="list-style-type: none"> 4. Discuss Impacts. 5. Prioritize Change Requests. 6. Develop final Candidate Requests list of Pending Change Requests by category, 'Need by Dates' and prioritized Change Requests. 7. Update Change Request Log to 'CRC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate. 8. Review issues and action items and assign owners. 		
6	BCCM	<p><u>DOCUMENT CHANGE REVIEW MEETING RESULTS</u></p> <ol style="list-style-type: none"> 1. Prepare and distribute outputs from Step 5. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Change Request Log • Final Candidate Request List <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Updated Change Request Log • Web posting of meeting output 	2 Bus Days
7	BCCM CCCM	<p><u>INTERNAL CHANGE MANAGEMENT PROCESS</u></p> <ol style="list-style-type: none"> 1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities (Agree to remove) to the Candidate Change Requests. (Agree to Remove) This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities. 2. Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached for each future release. (Agree to Add: 'for the next release' – Delete: each future release) 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Candidate Change Request List with agreed upon 'Need by Dates' • Change Request Log <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • BellSouth's Proposed Release Package (two scenarios) • CLEC analysis. (Agree to add) 	25 Bus Days 3-4 months prior to each major release. (Interval will vary as a result of design, construction, and testing efforts.)

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>3. All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process. (Remove – BellSouth cannot support)</p>		
8	<p>BCCM CCCM</p>	<p>CONDUCT RELEASE PACKAGE MEETING</p> <ol style="list-style-type: none"> 1. Prepare agenda. 2. Make meeting preparations. 3. Evaluate proposed release schedule. 4. <p>(BELLSOUTH recommends the following two (2) scenarios: a) Non-scheduled Change Requests will need to be re-prioritized at the next Change Review Meeting along with new pending requests to accommodate changes in the Industry’s business requirements. (Return to Step 4) or b) Prioritize only the new “Pending CR’s” since the last Change Review Meeting and incorporate rankings into the overall prioritization list. CLECs, based on group consensus, may request re-ranking of all non-scheduled CR’s.) Based on BST/CLEC consensus create Approved Release Package (s) and schedules. During this step if supported by consensus the group may shift scheduled changes among future releases, cancel changes, etc. as necessary to meet changes in business requirements or resource availability.</p> <p>Based on BST/CLEC consensus determine which scenario should be implemented. Create the Approved Release Package and schedule.</p> <p>6. Identify Release Management</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> • BellSouth’s Proposed Release Package (two scenarios). • BellSouth’s Release Schedule • Change Request Log • CLEC analysis (Agree to add) <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Approved Release Package • Updated Change Request Log • Meeting Minutes • Scheduled Change Requests • (BellSouth cannot support) • Date for initial Release Management Project Meeting for newly established releases. (BellSouth: for next release – Delete: for newly established releases) 	1 Bus Day

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>Project Manager, if possible.</p> <p>7. Establish date for initial Release Management Project Meeting for newly established releases.(for the next release)</p> <p>8. All Change Requests that are in the approved scheduled release (s)(Remove) will be changed to “S” status for “Scheduled”.</p>		
9	BCCM	<p>CREATE RELEASE PACKAGE NOTIFICATION</p> <p>1. Develop and distribute Release Notification Package via web.</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> Approved Release Package (s)(Remove) <p>OUTPUTS:</p> <ul style="list-style-type: none"> Release Package Notification 	2 Bus Days after Release Package Mtg.
10	BCCM (Project Managers from each participating company)	<p>RELEASE MANAGEMENT AND IMPLEMENTATION</p> <p>1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B).</p> <p>2. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings.</p> <p>3. BellSouth Business Requirements for software changes (Agree to accept) will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined.</p> <ul style="list-style-type: none"> For new features or changes to existing functionality, draft Specifications and Requirements will be provided NLT 90 days in advance of Implementation. Draft User Requirements for software release will be provided to the CLECs NLT 90 calendar days in advance of the release implementation date. For new features or changes to existing functionality, final Specifications and Requirements will be provided 	<p>INPUTS:</p> <ul style="list-style-type: none"> Approved Release Package Notification <p>OUTPUTS:</p> <ul style="list-style-type: none"> Project Release Status Implementation Date Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc Draft Specifications and Requirements Final Specifications and Requirements Documentation Changes Implemented Change Request Draft User Requirements Final User Requirements Documentation Changes 	Ongoing

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>NLT 45 days in advance of Implementation.</p> <ul style="list-style-type: none"> • Final User Requirements for software releases will be provided to the CLECs NLT 45 days in advance of the release implementation date. • For the implementation of a new software version, final requirements and specifications will be provided to CLECs 180 days or more in advance of the implementation date • Notification for the implementation of a new TCIF map will be provided NLT 180 calendar days in advance of the release implementation date. BellSouth will begin working jointly with the CLECs in the development of the User Requirements for a new TCIF map NLT 180 calendar days in advance of the release implementation date. • Draft user requirements for the implementation of a new TCIF map will be provided to the CLECs NLT 120 calendar days in advance of the release implementation date. • Final User Requirements for the implementation of a new TCIF map will be provided to CLECs NLT 60 calendar days in advance of the release implementation date. To accommodate changes that may be necessary as a result of design, construction, and testing efforts, BellSouth will distribute the user requirements at least once a month until one (1) month beyond the implementation of the new 		

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>TCIF map.</p> <ul style="list-style-type: none"> • Implementation will occur NLT 6 months from the date of the prioritization of each change request.(BellSouth cannot support) <p>4. BellSouth Documentation changes, including business rule changes will be provided.(Agree to add)</p> <ul style="list-style-type: none"> • All such changes will be provided NLT 30 days in advance of Implementation. • All additions and changes to BellSouth business rule documentation will be provided to CLECs NLT 30 calendar days in advance of the release implementation date. • Implementation will occur NLT 90 days from the date of the prioritization of each change request.(BellSouth cannot support) <p>5. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.</p>		

Part 3 – Types 2-5 Exception/Expedited Feature Process

Situations may arise from time to time that require exception treatment for Type 2-5 changes or a Type 6 Defect Change that has been reclassified as a feature change request. An expedited feature request is made to correct the inability of a CLEC to process certain types of orders to BellSouth due to a lack of programming on BellSouth’s side of the interface. An exception may involve the extension of the normal intervals for the implementation of a Type 2-5 change.

These situations will be addressed using the following Exception/Expedited Feature Process. As each situation will likely be unique, this process provides the framework in which the CCP members will make the necessary consensus decisions to achieve implementation of the feature in an exception/expedited manner.

Figure 4-4 provides the process flow for the validation and resolution of a Type 2-5 Exception/Expedited Feature Change.

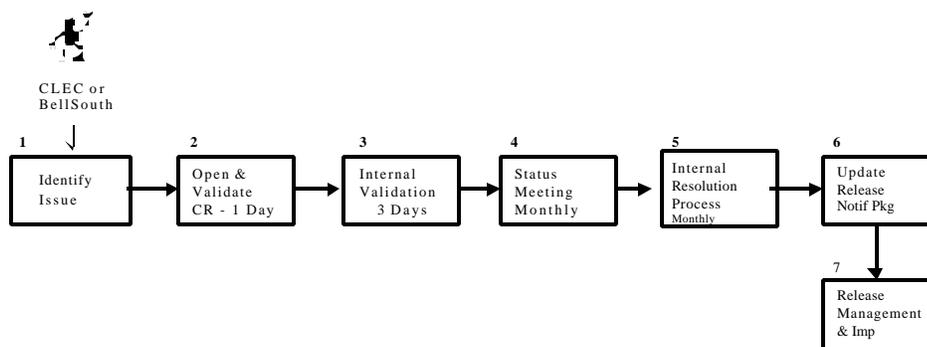


Figure 4-4. Type 2-5 Exception/Expedited Feature Process

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 2-5 Exception/Expedited Feature Process. This process will be used to validate exceptions/expedites, provide status notification(s) and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table –4-4. Type 2-5 Exception/Expedited Feature Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<p><u>IDENTIFY NEED</u></p> <ol style="list-style-type: none"> Identify Exception/Expedite. Originator and CCCM or BCCM complete the standardized Change Request Form indicating that it is an Expedite Candidate. Include description of business need and details of business impact. Attach related requirements and specification documents. These attachments should include the following, if available: <ul style="list-style-type: none"> PON OCN Specific scenario Interface(s) affected Error message (if applicable) Release or API version (if applicable) Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Type 2-5 Change Request Reclassified Type 6 Change Request Exception/Expedited Request <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Completed Change Request Form (with related documentation if necessary) 	N/A
2	BCCM	<p><u>OPEN & VALIDATE EXPEDITE FORM FOR COMPLETENESS</u></p> <ol style="list-style-type: none"> Log Exception/Expedite in Change Request Log. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Completed Change Request Form (with related documentation if necessary) 	1 Bus Day

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<ol style="list-style-type: none"> 2. Send Acknowledgment Notification via email to initiating CLEC. 3. Establish CR status ('N' for New Exception/Expedite). 4. BCCM reviews change request for mandatory fields using the Change Request Form Checklist. 5. Verify specifications and related information exists. 6. Send Clarification Notification via email to the originator if needed. 7. Update CR Status to 'PC' for Pending Clarification if clarification is needed. <p>If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.</p>	<p>OUTPUTS:</p> <ul style="list-style-type: none"> • New Exception/Expedite • Acknowledgment Notification • Clarification Notification (if required) 	
3	BCCM	<p>INTERNAL VALIDATION</p> <ol style="list-style-type: none"> 1. Validate that it is an Exception/Expedite. 2. Perform internal exception/expedite analysis. 3. <u>Determine status of request:</u> <ul style="list-style-type: none"> • If request duplicates existing change request, forward Cancellation Notification to CECM or BCCM and update status to 'C' for Request Cancelled . • Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status to 'V' for Validated Exception/Expedite • If issue does not qualify for exception/expedited treatment, re-classify as a standard feature change, provide supporting information via 	<p>INPUTS:</p> <ul style="list-style-type: none"> • New Exception/Expedite <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Validated Exception/Expedite • Exception/Expedite notification to CLEC community via e-mail and web posting • Clarification Notification (if required) • Cancellation Notification (if required) 	3 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>email to the originator for review and feedback. The Change Request will exit the exception/expedite process flow and enter Types 2-5 normal process flow at Step 3.</p> <p>NOTE: See Section 11.0 Terms and Definitions – Expedite Status for valid status codes and descriptions.</p> <p>Exception/Expedite notification will be provided to CLEC community via e-mail and web posting.</p>		
4	<p>BCCM</p> <p>CCP Members</p>	<p><u>MONTHLY STATUS MEETING</u></p> <ol style="list-style-type: none"> 1. Provide status of Exception/Expedite. 2. Solicit CLEC/ BST input. 3. Reach consensus as to disposition. 4. Update Exception/Expedite information as needed. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Exceptions/Expedites Received • Change Request Log • Exception/Expedite Analysis <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Updated status • Updated Change Request Log • Meeting minutes 	<p>Monthly or when status changes, whichever occurs first.</p>
5	<p>BCCM</p>	<p><u>INTERNAL RESOLUTION PROCESS</u></p> <ol style="list-style-type: none"> 1. Schedule and evaluate Exceptions/Expedites based on capacity and business impacts to the CLECs and BellSouth. 2. Provide status updates to the CLEC community via email as the status changes until the exception/expedite is implemented. <p>Exceptions will be implemented in the release determined by the consensus reached in Step 4.</p> <p>Expedites will be implemented in the current, next release, or point release, best effort, as determined by the consensus of the CCP Members at the Monthly Status Review Meeting.</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • CLEC/ BST input <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Excpetions/Expedites Release Schedule 	<p>Monthly or when status changes, whichever occurs first.</p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
6	BCCM	<p><u>UPDATE RELEASE PACKAGE NOTIFICATION</u></p> <ol style="list-style-type: none"> Update and distribute release notification package via web. All Change Requests that are in the approved scheduled release will be changed to “S” status for “Scheduled”. <p>Note: The release notification will be published in a timely manner, based on the release constraints associated with the expedite.</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Exception/Expedite Feature Information <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Updated Release Package Notification Scheduled Change Request 	Based on release constraints for expedites (may be less than 30 days).
7	BCCM	<p><u>RELEASEMANAGEMENT AND IMPLEMENTATION</u></p> <p>The following release management activities will pertain to Type 2-5 Exception/Expedited Feature changes:</p> <ol style="list-style-type: none"> Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings. BellSouth business requirements will be presented to CLECs for expedited features (if applicable). If needed, changes will be incorporated and requirements re-baselined. Once an Exception/Expedited Feature Change is implemented in a release, the status will be changed to “I” for Change Implemented. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Approved Release Package Notification <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Project Release Status Implementation Date Implemented Change Request 	Ongoing

PART 3 – EXPEDITED FEATURE PROCESS

An Expedited Feature is the inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operational Support Systems (OSS's) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories:

- A defect that has been re-classified as a feature where the CLEC has determined should be expedited due to impact
- An enhancement to an existing product or service where the CLEC has determined should be expedited due to impact

Re-classified Defects

When a defect is re-classified as a standard feature, the CLEC will be notified by Change Control in the standard defect validation. The CLEC will have the ability to ask BellSouth to expedite the reclassified standard feature by updating the Change request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 process using agreed upon intervals. The rules surrounding the expedited feature request will be:

- Must be an enhancement to an existing product or service
- Will follow the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated.
- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or point release, best effort.

Enhancement to an existing product or service

A CLEC/BellSouth will also have the ability to submit a Type 4-5 change request as an expedited feature request for an enhancement to an existing product or service where the functionality does not currently exist in BellSouth's offered products and services. The rules surrounding the expedited feature request will be:

- Must be an enhancement to an existing product or service
- Will follow the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated.

- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or point release, best effort.

Figure 4.4 provides the process flow for the expedited feature process.

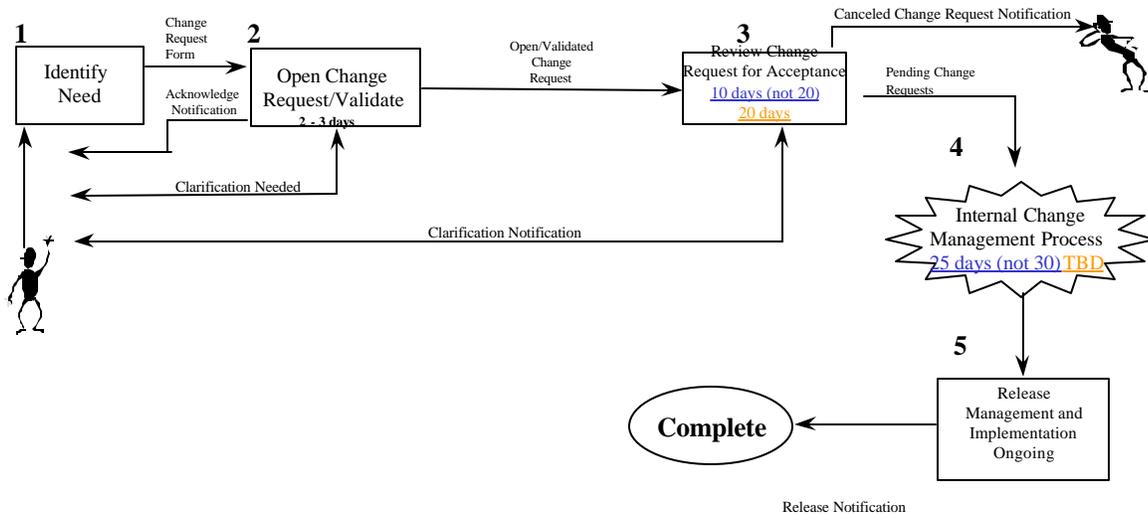


Figure 4.4 – Process Flow for Types 2-5 Expedited Feature Process

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

Table 4-3. Types 2-5 Expedited Feature Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<p><u>IDENTIFY NEED</u></p> <ol style="list-style-type: none"> Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. Attach related requirements and Attachment A-1A, Item 22. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Change Request Form (Attachment A-1) Change Request Form Checklist (Attachment A-1A) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Completed Change Request Form with related documentation 	N/A
2	BCCM	<p><u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u></p> <ol style="list-style-type: none"> Log Request in Change Request Log. Send Acknowledgement Notification (Attachment A-3) via e-mail to originator. Establish request status ('N' for New Request) Review change request for mandatory fields using the Change Request Form Checklist. Verify Change Request specifications and related information exists. Send Clarification Notification via email to the originator (Attachment A-4) if needed. Update Change Request Status to "PC" for Pending Clarification if clarification is needed. <p><u>CLEC or BellSouth Originator</u> If clarification is needed, make necessary</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Completed Change Request Form with related documentation Change Request Form Checklist Change Request Clarification Response <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> New Change Request Acknowledgment Notification Validated Change Request Clarification Notification Industry Notification via e-mail and web posting 	1 Bus Day Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).</p>		
3	BCCM	<p><u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u></p> <ol style="list-style-type: none"> 1. Review Change Request and related information for content. 2. Change Request reviewed for impacted area (i.e., system, manual process, documentation) and adverse impacts. 3. Determine status of request: <ul style="list-style-type: none"> • If change already exists or CLEC training issue, forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to ‘C’ for Request Canceled or ‘CT’ for Training. If Training issue, refer to CSM or Account Team. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is accepted, update Change Request status to “P” for Pending in Change Request Log. • If request does not meet the expedited feature criteria, it will exit this process and enter the standard Types 2-5 flow, Step 4. <p>NOTE: See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.</p> <p>If BellSouth determines that a CLEC initiated expedited change request should not be accepted because of cost, industry direction or because it is considered not technically feasible to implement, BellSouth will open an agenda item on the next monthly status meeting/call, and will provide a SME on that call to present its case. BellSouth shall consider all possible options for</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • New Change Request • Validated Change Request • Clarification Notification (if required) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Validated Expedited Change Request • Clarification Notification (if required) • Cancellation Notification (if required) • CR status updated on web 	20 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>accommodating the request.</p> <p>NOTE: If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC community. SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting.</p>		
4	<p>BCCM</p> <p>CCCM</p>	<p><u>INTERNAL CHANGE MANAGEMENT PROCESS</u></p> <ol style="list-style-type: none"> Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Expedited Feature Change Request. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Change Request Log <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Release Date for Expedited Feature 	<p>25</p> <p>(Still under discussion)</p>
5	<p>BCCM</p> <p>(Project Managers from each participating company)</p>	<p><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></p> <ol style="list-style-type: none"> Provide Project Management and Implementation of Release (See Release Management @ Appendix B). Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings. BellSouth Business Requirements for software changes will be presented to CLECs, if applicable. If needed, changes will be incorporated and requirements re-baselined. BellSouth Documentation changes, including business rules changes will be provided. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Approved Release Package Notification <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Project Release Status Implementation Date 	<p>Ongoing</p>

DRAFT

5.0 DEFECT/EMERGENCY CHANGE PROCESS

5.0 DEFECT PROCESS (Emergency Changes are already addressed as Type 1)

A CLEC/BST identified defect/emergency change will enter this process through the Change Management Team as a Type 6 Change Request. If the defect is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting.

A CLEC/BST identified defect will enter this process through the Change Management Team as a Type 6 Change Request. If the defect is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting.

CLEC Notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

A **defect** is any non-type 1 change where a BellSouth interface used by a CLEC which is in production and:

- is not working in accordance with the BellSouth baseline business requirements
 - is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth (SPLIT into two bullets)
 - Is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs
 - Is impacting a CLEC's ability to exchange transactions with BellSouth
-
- or where a technical implementation is faulty or inaccurate such as to cause incorrect or improperly formatted data. **REMOVE** (BellSouth considers this example a standard feature at which point would follow the Types 2-5 process flow, however if the issue falls under the definition of an "expedited feature", it would follow that process).

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Definition of a defect also includes errors in documentation, unclear documentation or missing documentation.

Definition of a defect also includes errors in documentation, unclear or missing documentation.

AGREE TO REMOVE AND MOVE TO NEW SECTION. Defect Change Requests will have three Impact Levels:

- **High Impact**

The failure causes impairment of critical system functions and no electronic workaround solution exists.

AGREE TO REMOVE **Medium Impact**

The failure causes impairment of critical system functions, though a workaround solution does exist.

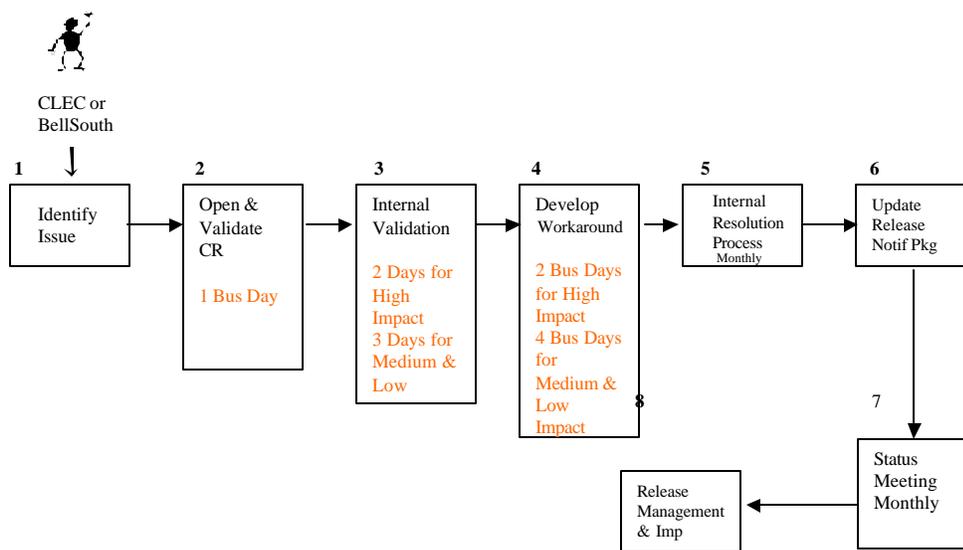
- **Low Impact**

The failure causes inconvenience or annoyance.

Defect Changes identified as High Impact are referred to as **Emergency Changes**. CLECs encountering High Impact defects outside normal business hours (7am – 6pm Eastern) will submit their requests to the Electronic Communications Support (ECS) Group. The ECS Helpdesk number is 888-462-8030. **REMOVE – BellSouth can not support.**

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Figure 5-1 provides the process flow for the validation and resolution of a Type 6 Change – CLEC Impacting Defect/~~Emergency Change~~.~~Remove the words “Emergency Change/Expedite.~~



(Agree to Remove)[NOTE: The intervals in the boxes above match the intervals in the tables below for High, Medium, and Low Impact defect change requests.]

Figure 5-1. Type 6 Process Flow

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The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 6 Process Flow. This process will be used to validate defects (**Agree to remove**), provide status notification(s), workarounds and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 5-1. Type 6 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<p><u>IDENTIFY NEED</u></p> <ol style="list-style-type: none"> Identify Defect.(REMOVED) Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6. Include description of business need and details of business impact. Attach related requirements and specification documents. These attachments <u>should</u> (must) include the following, <u>if available</u> (REMOVE): <ul style="list-style-type: none"> PON OCN Specific Scenario Interface(s) affected Error message (if applicable) Release or API version (if applicable) Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Type 6 Change Request <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Completed Change Request Form (with related documentation if necessary) 	N/A
2	BCCM	<p><u>OPEN & VALIDATE DEFECT/EXPEDITE FORM FOR COMPLETENESS</u></p> <ol style="list-style-type: none"> Log Defect in Change Request Log. Send Acknowledgment Notification via email to initiating CLEC. Establish CR status ('N' for New Defect) BCCM reviews change request for mandatory fields using the Change 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Completed Change Request Form (with related documentation if necessary) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> New Defect/Expedite Acknowledgment Notification Clarification Notification (if 	<p>4 hours for High Impact</p> <p>1 Bus Day for all Impact Types</p> <p>1 Bus Day for Medium and</p>

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>Request Form Checklist.</p> <p>5. Verify specifications and related information exists.</p> <p>6. Send Clarification Notification via email to the originator if needed.</p> <p>7. Update CR status to “PC” for Pending Clarification if clarification is needed.</p> <p>If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.</p>	<p>required)</p>	<p>Low Impact</p>
<p>3</p>	<p>BCCM</p>	<p>INTERNAL VALIDATION</p> <p>4. Validate that it is a defect/expedite.</p> <p>5. Perform internal defect/expedite analysis.</p> <p>6. <u>Determine status of request:</u></p> <ul style="list-style-type: none"> • If change already exists or CLEC training issue forward Cancellation Notification to CCCM or BCCM and update status to ‘C’. • If change already exists or CLEC training issue, forward Cancellation Notification to CCCM or BCCM and update status to ‘C’. <hr/> <ul style="list-style-type: none"> • Send Clarification Notification via email if needed and update status to ‘PC’ for Pending Clarification. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status to ‘V’ for Validated Defect/Expedite and indicate appropriate Impact Level. • If request is not validated as a defect and the requesting CLEC does not agree with the response, the CLEC may follow the escalation process to resolve the issue. 	<p>INPUTS:</p> <ul style="list-style-type: none"> • New Defect/Expedite <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Validated Defect/Expedite • Defect/Expedite notification to CLEC community via e-mail and web posting • Clarification Notification (if required) • Cancellation Notification (if required) 	<p>1 Bus Day for High Impact</p> <p>2 Bus Days for High Impact</p> <p>3 Bus Days Medium and Low Impact</p>

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<ul style="list-style-type: none"> • If CLEC does not agree with the validation, the CLEC may appeal the issue or escalate. • Based on detail analysis, BellSouth will reaffirm the impact level that is stated on the request. <p>-----</p> <p>(REMOVE)</p> <ul style="list-style-type: none"> • If the process is operating as specified in the baselined requirements and published business rules, the BCCM will communicate the results via e-mail to the originator to discuss/determine the next step(s). • If issue is re-classified as a standard feature change, provide supporting information via email to the originator for review and feedback. The Change Request will exit the defect(REMOVE) process flow and enter Types 2-5 process flow (enter at Step 3). <p>NOTE: See Section 9.0 Terms and Definitions – Defect(REMOVE) Status for valid status codes and descriptions.</p> <p>Defect(REMOVE) notification will be provided to CLEC community via e-mail and web posting.</p>		
4	BCCM	<p><u>DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)</u></p> <ol style="list-style-type: none"> 1. Defect workaround identified. 2. Change Request status changed to “W” for workaround identified. 3. Workaround is communicated via e-mail to originating CLEC and to the CLEC community via e-mail and web posting(ADDED) 4. If appropriate, communication to the CLEC community regarding workaround will be discussed via 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Validated Defect • Clarification Notification (if required) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Workaround (if applicable) • Clarification Notification (if required) • Cancellation Notification (if required) • E-mail and web posting of 	<p>1 Bus Day for High and Medium Impact</p> <p>2 Bus Days for High Impact</p> <p>4 Bus Days for Low Impact</p>

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Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		conference call. (REMOVE) If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via e-mail and web posting.	workaround	4 Bus Days for Medium and Low Impact
		5. (BELLSOUTH AGREES TO MOVE THIS TO STEP 7)	•	
5	BCCM	<u>INTERNAL RESOLUTION PROCESS</u> 3. Schedule and evaluate Defects (REMOVED) based on capacity and business impacts to the CLECs and BellSouth. (ADDED) 4. Provide status updates to the CLEC community via email as the status changes until the defect (REMOVED) is implemented. (ADDED) (REMOVED) (REMOVED)	<u>INPUTS:</u> • CLEC/ BST input <u>OUTPUTS:</u> • Defect Release Schedule	Validated High and Medium Impact defects will be implemented within a 4 – 10 business day range, best effort. Validated High Impact Defects will be implemented within a 4-25 business day range, best effort. Medium Impact Defects will be implemented within 90 days. Low Impact defects will be implemented best effort. Low Impact defects will be implemented

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Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
				within a 4 – 20 business day range, best effort. (REMOVE)
6	BCCM	<p><u>UPDATE RELEASE PACKAGE NOTIFICATION</u></p> <p>3. Update and distribute release notification package via web.</p> <p>4. All Change Requests that are in the approved scheduled release will be changed to “S” status for “Scheduled”.</p> <p>Note: The release notification will be published in a timely manner, based on the release constraints associated with the defect/expedite.</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> Defect(Remove) Feature Information <p>OUTPUTS:</p> <ul style="list-style-type: none"> Updated Release Package Notification Scheduled Change Request 	Based on release constraints for defects/ (Remove) d) (may be less than 30 days).
7	BCCM	<p><u>MONTHLY STATUS MEETING</u></p> <p>6. Provide status of Defect.</p> <p>7. Solicit CLEC/ BST input.</p> <p>8. Update Defect/Expedite information as needed.</p> <p>(BELLSOUTH AGREES TO THIS STEP)</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> Defects/Expedites Received Change Request Log Defect/Expedite Analysis Workaround (if applicable) <p>OUTPUTS:</p> <ul style="list-style-type: none"> Updated status Updated Change Request Log <p>Meeting minutes</p>	Monthly or when status changes, whichever occurs first.
8	BCCM	<p><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></p> <p>The following release management activities will pertain to Type 6 changes:</p> <p>4. Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings.</p> <p>5. Once a defect(REMOVED) is</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> Approved Release Package Notification <p>OUTPUTS:</p> <ul style="list-style-type: none"> Project Release Status Implementation Date Implemented Change Request 	Ongoing

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Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		implemented in a release, the status will be changed to "I" for Change Implemented.		

6.0 CHANGE REVIEW – PRIORITIZATION – RELEASE PACKAGE DEVELOPMENT AND APPROVAL (Agree to Add)

Part 1 – Change Review Meeting

The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, and reviewing the status of all release projects underway. Status update meetings will be held monthly and are open to all CLEC's. Meetings will be structured according to category (pre-order, order, and maintenance, etc.). Prioritization meetings will be scheduled to coincide with the published release schedules. [For non-system impacting changes, there will be a 5 (five)-business day notice for documentation updates.] All additions and changes to BellSouth business rule documentation will be provided to CLECs NLT 30 calendar days in advance of the release implementation date. The prioritization meeting dates will be communicated when the release schedule is published.

During the Change Review Meeting each originator of a Change Request will be allowed 5 (five) minutes to present their Change Request. A question and answer session not to exceed 15 minutes will follow this presentation. After all presentations for a particular category are complete, the prioritization process will begin.

The Change Request Log will be distributed 5 - 7 (five to seven) business days prior to the Change Review meeting. A valid and complete Change Request must be received 30 business days prior to the Change Review Meeting. Change Requests must be accepted and in "Pending" status to be placed on the agenda for the next scheduled meeting.

Note: Status Meetings will occur monthly. Prioritization meetings will be scheduled to (Agree to remove) occur in March, June, September and December (Agree to quarterly meetings) and will include the monthly status meeting agenda items.

Part 2 – Change Review Package

The Change Review Package will be distributed to all participants 5 – 7 (five to seven) business days prior to the Change Review meeting. The package will include the following:

- Meeting Notice
- Agenda

-
- Change Request Log (List of Change Requests to be reviewed)
 - BellSouth's estimate of the size and scope of each Change Request(Agree to accept)
 - Schedule of releases and capacity in each(BellSouth can only support providing the 'schedule of the releases')
 - Reference to Change Control Process on the BST website (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial rollout)
 - Status Reports from each of the active Release Management Project Teams

Part 3 – Prioritizing Change Requests

Prior to the Change Review Meeting, each participating CLEC should determine priorities for change requests and establish “desired/want” dates. The CLEC should use the Preliminary Priority List form as provided via the web.

Final prioritization will be determined at the Change Review meeting after presentation of the Change Requests for each category.

Prioritization Voting Rules

- CLEC must either be using an interface within a category (i.e. ordering), in the testing phase or have a letter of intent on file with the BellSouth Change Control Management Team to participate in the voting process
- One vote per CLEC, per category
- No proxy voting
- Each company may bring the number of participants necessary to represent their position. If the number of participants grow to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.
- Forced Ranking (1 to N, with N being the highest) will be used
- CLECs may choose to vote “no” on change requests that may potentially negatively impact its business. If a majority of CLECs vote “no” on any certain change request, that request will not be implemented.
- CLECs may choose to “defer” on voting on change requests that may negatively impact its business. A rating of “defer” will not be counted in the overall rating.
- Votes will be tallied to determine order of ranking
- Changes will be ranked by category

-
- (Do not delete - BellSouth prefers that Manual CR's follow the same prioritization process as other CR's) Documentation changes(Agree) will be prioritized separately; however they will need to be synchronized with the electronic interface changes

(Agree to remove)In case of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking

Example: The top 2 Changes from high to low are E5 and E2, with E1 and E4 tied for 3rd. E1 and E4 would be re-ranked and prioritized according to the re-ranking.

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	6	1	10
E2	4	2	6	12
E3	6	1	2	9
E4	2	4	4	10
E5	5	5	3	13
E6	1	3	5	9

Part 4 – Developing and Approving Release Packages

Subsequent to the Change Review Meeting BellSouth and the CLECs will each evaluate and analyze the Candidate Change Requests in preparation for the Release Package Meeting that will be held 25 business days later.

Subsequent to the Change Review Meeting, BellSouth and the CLECs will each evaluate and analyze the Candidate Change Requests in preparation for the Release Package Meeting that will be held three (3) to four (4) months prior to each major release.

- Sizing and sequencing of change requests will be accomplished at the Prioritization Meeting. CLECs may take into account the size and scope when prioritizing items.(BellSouth accepts)
- BellSouth will develop several variations of release packages to include all of the prioritized requests.
- BellSouth will develop and present two scenarios for the next release. Based on group consensus at the Release Package Meeting, the determination will be made as to which scenario should be implemented. BST/CLEC consensus will be used to create the Approved Release Package and schedule.

-
- All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process.
 - (BellSouth to propose two (2) scenarios) – 1) Unscheduled change requests will need to be re-prioritized at the next Change Review Meeting along with new pending requests to accommodate changes in the Industry’s business requirements or 2) Prioritize only the new “Pending” CR’s since the last Change Review Meeting. Rankings will be incorporated into the overall prioritization list. CLECs, based on group consensus, may request re-ranking of all non-scheduled CR’s.

During the Release Package Meeting BST will present its proposed release packages. BST and CLECs will then vote on the release package or combination of release packages to be implemented. BST/CLEC consensus will be used to create Approved Release Package (s) and schedules. During this step if supported by consensus the group may shift scheduled changes among future releases, cancel changes, etc. as necessary to meet changes in business requirements or resource availability. (BellSouth cannot support)

8.0 INTRODUCTION AND RETIREMENT OF INTERFACES

Introduction of New Interfaces

BellSouth will introduce new interfaces to the CLEC Community as part of the Change Control Process. BellSouth will seek to conform to the notification process for Type 4 (BellSouth Originated) changes as described in this document. In the event that BellSouth is forced to deviate from the Type 4 (BellSouth Originated) process for new non-impacting interface functionality, BellSouth will notify all CLECs of the deviation as promptly as possible. When a new interface request is submitted, BellSouth will present information on the new interface and hold an open discussion at the next monthly status meeting. BellSouth will provide specifications on the interface being developed to the CLEC Community using the timeframes established in Part 4, Section 2. As new interfaces are deployed, they will be added to the scope of this document and requested changes will be managed by this process.

BellSouth will introduce new interfaces to the CLEC Community as part of the Change Control Process. A description of the proposed interface will be submitted to the BCCM. The BCCM will add an agenda item to discuss the new interface at the monthly status meeting. BellSouth will be given 30-45 minutes to present information on the proposed interface. If BellSouth requests additional time for the presentation, a separate meeting will be scheduled to review the proposed interface, so that, the information can be presented in its entirety. The objective will be to identify interest in the new interface and obtain input from the CLEC community. BellSouth will provide specifications on the interface being developed to the CLEC community. As new interfaces are deployed, they will be added to the scope of this document, as appropriate, based on the use by the CLEC and requested changes will be managed by this process.

Retirement of Interfaces

As active interfaces are retired, BellSouth will notify the CLECs by submitting a Type 4 change request (Remove) through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface. BellSouth will have the discretion to provide shorter notifications (30-60 days) on interfaces that are not actively used and/or have low volumes. BellSouth will consider a CLEC's ability to transition from an interface before it is scheduled for retirement. BellSouth will ensure that its transition to another interface does not negatively impact a CLEC's business.

BellSouth will only retire interfaces if an interface is not being used, or if BellSouth has a replacement for an interface that provides equal or better functionality for the CLEC than the existing interface.

Retirement of Versions

When software versions are retired, BellSouth will notify the CLECs by submitting a Type 4 change request through the Change Control Process. Once a change request to retire a version of an interface is initiated, BellSouth will present its proposed changes to the CLECs at the next monthly status meeting. BellSouth will make best effort to jointly develop the requirements with the CLECs and will, at a minimum, provide requirements and related software, if applicable, at least six months in advance of putting the new version into production.

Retirement of Versions

When software versions are retired, BellSouth will give the CLECs a 120 day notification.

8.0 ESCALATION PROCESS

Guidelines

- The ability to escalate is left to the discretion of the CLEC based on the severity of the missed or unaccepted response/resolution.
- Escalations can involve issues related to the Change Control process itself.
- For change requests, the expectation is that escalation should occur only after normal Change Control procedures (e.g. communication timelines) have occurred per the Change Control agreement.
- Three levels of escalation will be used.
- For Type 1 issues, the escalation process is agreed to allow BellSouth a one-day turnaround for each cycle of escalation.
- For Types 2-5 issues, the escalation process is agreed to allow BellSouth a five-day turnaround for each cycle of escalation. (Excludes Expedites)
- For Type 6 High and Medium Impact (See next bullet) issues, the escalation process is agreed to allow BellSouth a one-day turnaround to provide a status for each cycle of escalation.
- For Type 6 High Impact issues, the escalation process is agreed to allow BellSouth a two (2) day turnaround to provide a status for each cycle of escalation. For Type 6 Medium and Low Impact issues, the escalation process is agreed to allow BellSouth a five (5) day turnaround to provide a status for each cycle of escalation.
- For Type 6 Low Impact and Type 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three-day turnaround to provide a status for each cycle of escalation. (See next bullet)
- For Types 4-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three (3) day turnaround to provide a status for each cycle of escalation.
- Each level will go through the same Cycle, which is described below.

-
- All escalation communications may be optionally distributed by the CLEC to the industry and BellSouth Change Control e-mail unless there is a proprietary issue.

Cycle for Type 1 System Outages

Contact List for Escalation - ECS Group - Type I Changes

If the originator does not receive a call back from the EC Support Group according to the times specified in this document, they may escalate according to the following list:

Escalation Level	Name and Title	Office Number	Pager Number	Email Address
1st Level	Don Tighe Manager - EC Support Group Interconnection Operations	404-532-2233	1-800-946-4646 PIN 1440050	Don.Tighe@bridge.bellsouth.com
2nd Level	Bruce Smith Operations Director - EC Support Group Interconnection Operations	205-988-7211	1-800-542-3260	Bruce.Smith@bridge.bellsouth.com
3rd Level	Bill Reid Operations Assistant Vice President Interconnection Operations	205-988-1447	1-800-946-4646 PIN 1179523	Bill.C.Reid@bridge.bellsouth.com

NOTE: If a call is escalated without first attempting to contact the ECS Helpdesk, the caller will be referred back to the ECS Helpdesk.

Escalation Cycle for Types 2-6 Change Requests

- Item must be formally escalated as an e-mail sent to the appropriate escalation level within BellSouth with a copy to the industry and BellSouth Change Control e-mail.
- Subject of e-mail must be CLEC (CLEC Name) ESCALATION-CR#, if applicable, Level of Escalation, unless it is proprietary.
- Content of e-mail must include:
 - Definition and escalation of item.
 - History of item.
 - Reason for escalation.
 - Desired outcome of CLEC.
- Impact to CLEC of not meeting the desired outcome or item remaining on current course of action as previously discussed at the Change Control Meeting for enhancements.
- Contact information for appropriate Level including Name, Title, Phone Number, and E-mail ID.
- For escalation Level 2, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Level 1.
- For escalation Level 3, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Levels 1 and 2.
- BellSouth will reply to escalation request with acknowledgement of receipt within 4 hrs and begin the escalation process through Level of escalation.
- The escalating CLEC should respond to BellSouth within 5 days as to whether escalation will continue or the BellSouth response has been accepted as closure to the item.
- If the BellSouth position suggests a change in the current disposition of the item (i.e., what has already been communicated to the industry), a conference call will be held within 1 business day

of the BellSouth decision in order to provide industry notification with the appropriate executives.

- BellSouth will publish the outcome of the conference call to the industry via web.
- If unsatisfied with an outcome, either party can seek appropriate relief.

Contact List for Escalation - Type 2 - 6 Changes

Type 2-5 Changes(BellSouth agrees) Within 5 business days of receipt (4 from acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Type 6, High and Medium Impact Changes: Within 1 business day of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Type 6 High Impact Changes: Within 2 business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position. **Type 6 Medium and Low Impact Changes:** Within five (5) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Type 6 Low Impact and Type 2-5 Expedite Changes: Within 3 business days of receipt (2 from acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Type 4-5 Expedite Changes: Within three (3) business days of receipt (2 from acknowledgment), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Escalations should be made according to the following list.

Escalation Level	Name and Title	Office Number	Email Address
1st Level	Valerie Cottingham Sales Director Change Control Process	205-321-2168	Valerie.cottingham@bridge.bellsouth.com
2nd Level	Terrie Hudson Director (for Systems Issues) Joy Lofton Director (for Business Rules/Operations Issues)	770-936-3740 404-927-7828	Terrie.Hudson@bridge.bellsouth.com Joy.A.Lofton@bridge.bellsouth.com
3rd Level	Doug McDougal Senior Director (for Systems Issues) Dee Freeman-Butler Senior Director (for Business Rules/Operations Issues)	404-927-7505 404-927-3545	Doug.Mcdougal@bridge.bellsouth.com Dee.Freeman2@bridge.bellsouth.com

Dispute Resolution Process

In the event that an issue is not resolved through the Escalation Process as described herein, **including escalation within each company to the person with ultimate authority for Change Control operations, and the services of a Joint Investigative Team when appropriate**, BellSouth and the impacted CLEC(s) agree as follows:

Either party to the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, both parties shall participate in good faith.

- Either party may file a formal complaint with the State PSC, requesting resolution of the issue, without necessity for prior mediation.

In the event that an issue is not resolved through the Escalation Process as described herein, **including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs**. Resolution of the dispute shall be accomplished as set forth below:

- Either BellSouth or any CLEC affected by the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, parties shall participate in good faith. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs affected by the dispute.
- Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue.

9.0 CHANGES TO THIS PROCESS

The current, approved version of this process document will be stored under the component name “Ccp.doc” (the date of the latest CCP document will be included in the file name). The BellSouth Change Control Manager BCCM (and alternate) will be the only persons authorized to update the document version.

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings following receipt of the request, if included in the published meeting agenda. Following this initial review the BCCM and a CLEC representative appointed by the CLECs participating in the review shall prepare an official E-mail ballot for distribution. The official ballot will detail the change being requested, and the significant arguments presented for and against the change during the review. The ballot will be distributed one week following the Status Meeting. CLEC’s and BellSouth will have one week in which to cast their vote. Only ballots transmitted before midnight of the due date will be counted. Implementation of such changes will require a two-thirds affirmative vote for approval. .

(BellSouth continuing to Review)

10.0 TESTING ENVIRONMENT

Requests related to the processes of testing an interfaces will be included in the Change Control Process. Changes to BellSouth's testing environments and supporting processes will be submitted through the Change Control Process as a Type 4 or Type 5 request. The requests will follow the guidelines and intervals set forth in the Type 2-5 process flow.

BellSouth offers Carrier Testing to CLECs in an open proven test environment for Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces. The testing opportunities offered are BETA and New Carrier Testing. BellSouth will also provide a pre-release testing environment for TAG and EDI that will be available to CLEC's 30 days prior to the implementation of any new releases. This environment will be a wholly separate, non-production environment for all preordering and ordering interfaces and will mirror the production environment.

NOTE: BellSouth would prefer to re-evaluate this section after the CLEC Test Environment is implemented in 1st Qtr. 2001.

BETA testing is offered to those CLECs that express an interest in assisting BellSouth validate a Telecommunications Industry Forum (TCIF) change for the affected interfaces. The opportunity for testing is submitted via the BellSouth Account Team and is negotiated with the Carrier Testing group. BellSouth opens the test environment for BETA testing after "major releases". CLECs are selected on a "first come, first served basis".

New Carrier Testing is offered to those CLECs who are transitioning from a manual to an electronic environment or from one TCIF issue to another. New Carrier Testing is available to all CLECs and is scheduled with the BellSouth Account Team and Carrier Testing group.

For additional details on the testing environment, regulations and guidelines, refer to the following BellSouth public Internet sites:

EDI

www.interconnection.bellsouth.com/markets/lec.html

Select "Customer Guides"

Select "Local Exchange Ordering Guides"

Select “BellSouth EDI Specifications – TCIF 9”
Select “Section 7 – EDI Testing Guidelines for CLECS”

TAG

www.interconnection.bellsouth.com/markets/lec.html

Select “OSS Information Center”
Select “TAG Documentation”

This site is password protected. You should obtain the password from your Account Team representative.

11.0 TERMS AND DEFINITIONS

A

Account Team. The Account Teams represent the CLECs and all CLEC interests within BellSouth, that is, the Account Team is the CLECs' advocate within BellSouth. Some of the Account Team functions are listed below:

- Contract Negotiations
- Enhanced Billing Options Negotiations
- Customer Education
- Technical Assistance
- General Problem Resolution
- Tariff Interpretation
- BonaFide Requests (BFR)
- Production Support
- Collocation
- Testing Support
- Project/Order Coordination
- Rate Quotations

Accountability. Individual(s) having responsibility for completing and producing the outputs of each sub-process as defined in the Detailed Process Flow.

Acknowledgement Notification. Notification returned to originator by BCCM indicating receipt of Change Request.

Approved Release Package. Calendar of Candidate Change Requests with consensus target implementation dates as determined at the Release Package Meeting.

B

BellSouth Change Control Manager (BCCM). BellSouth Point of Contact for processing Change Requests and defects/expedites.

BFR (Bonafide Request). Process used for providing custom products and/or services. Bonafide Requests are outside the scope of the Change Control Process and should be referred to the appropriate BellSouth Account Team.

Business Day. A business day is considered any Monday-Friday workday that does not fall on an official BellSouth holiday.

Business Rules. The logical business requirements associated with the Interfaces referenced in this document. Business rules determine the when and the how to populate data for an Interface. Examples of data defined by Business Rules are:

- The five primary transactions sets: 850, 855, 860, 865, and 997
- Data Element Abbreviation and Definition
- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)
- Conditions/rules associated with each Activity and Usage Type
 - ◊ Dependencies relative to other data elements
 - ◊ Conditions which will be edited within BellSouth's OSSs
- Valid Value Set
- Data Characteristics

C

Cancellation Notification. Notification returned to originator by the BCCM indicating a Change Request has been canceled for one of the following reasons: BST cancellation, duplicate request, training issue, or failure to respond to clarification.

Candidate Request List. List of prioritized Change Requests with associated "Need by Dates" as determined at an Change Review Meeting. These requests will be submitted for sizing and sequencing.

Candidate Change Request. Change Requests that have been prioritized at an Change Review Meeting and are eligible for independent sizing and sequencing by BellSouth and each CLEC.

Change Request. A formal request submitted on a Change Request Form, to add new functions, defects/expedites or Enhancements to existing Interfaces (as identified in the scope) in a production environment.

- Type 1 – BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.
- Type 2 – Regulatory Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as

the Federal Communications Commission (FCC), a state commission/authority or state and federal courts.

- Type 3 – Industry Standard Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines.
- Type 4 – BellSouth Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord.
- Type 5 – CLEC Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems, which the CLEC requests BellSouth to implement.
- Type 2-5 – Expedited Feature Change. Any Type 2-5 change that either BellSouth or a CLEC submits for exception handling in order to achieve a more rapid implementation.
- Type 4-5 – Expedited Feature Change . Any Type 4-5 change that either BellSouth or a CLEC submits for expeditious handling in order to achieve a more rapid implementation.
- Type 6 – CLEC Impacting Defect. Any non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

(Agree to remove)

Change Request Status. The status of a Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).
- **C = Request Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):
 - **CC = Clarification.** Requested clarification not received in allotted time (7 days).
 - **CD = Duplicate Request.** A request for this change already exists.

(agree to remove)**CRC = Change Review Complete.** Indicates a Change Request has been reviewed at a Change Review Meeting, but did not reach the Candidate Request List (Step 5).

- **D = Request Purge.** Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 3).

-
- **I = Change Implemented.** Indicates a Change Request has been implemented in a release (Step 10).
 - **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 2).
 - **P = Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Change Review (Step 3 moving to Step 4).
 - **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).
 - **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2nd time through process, P2 = 3rd time through process, etc (Step 8).
 - **RC = Candidate Request.** Indicates a Change Request has completed the Change Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 5).
 - **S – Request Scheduled.** Indicates a Change Request has been scheduled for a release (Step 8).

Change Review Meeting. Meeting held by the Change Review participants to review and prioritize pending Change Requests, generate Candidate Change Requests, and submit Candidate Change Requests for sizing and sequencing.

Change Review Package. Package distributed by the BCCM 5 – 7 business days prior to the Change Review Meeting. The package includes the Meeting Notice, Agenda, Release Management Status Report, Change Request Log, etc.

Clarification Notification. Notification returned to the originator by the BCCM indicating required information has been omitted from the Change Request and must be provided prior to acceptance of the Change Request. The Change Request will be cancelled if clarification is not received by the date indicated on the Clarification Notification.

CLEC Affecting Change. Any change that requires the CLEC to modify the way they operate or to rewrite system code.

CLEC Change Control Manager (CCCM). CLEC Point of Contact for processing Change Requests.

CSM. Customer Support Manager which supports resale and facility based CLECs.

Cycle Time. The time allotted to complete each step in the Change Control Process prior to moving to the next step in the process.

D

Defect. Any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

Defect. Any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working accordance with the BellSouth baseline business requirements, is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs, or is impacting a CLEC's ability to exchange transactions with BellSouth.

Defect/Expedite Status . The status of a CLEC Impacting Defect/Expedite Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).
- **C = Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):
 - **CC = Clarification.** Requested clarification not received in allotted time (2 days).
 - **CD = Duplicate Request.** A request for this change already exists.
 -
 - **CT = Training.** Requested change already exists, or CLEC training issue.
- **I = Implemented.** Indicates a Defect/Expedite Change Request has been implemented in a release (Step 6).
- **N = New Defect/Expedite Change Request.** Indicates a Defect/Expedite Change Request has been received by the BCCM and the change request form validated for completeness (Step 2).
- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).

- **S = Scheduled for Release.** Indicates a Defect/Expedite Change Request has been scheduled for a release (Step 6).
- **V = Validated Defect/Expedite.** Indicates internal analysis has been conducted and it is determined that it is a validated defect/expedite (Step 3).
- **W = Workaround Identified.** Indicates a workaround has been developed and communicated to impacted CLEC community (Step 4).

E

Electronic Communications Systems (ECS). ECS is the help desk for reporting system outages or degradation in an existing feature/functionality within an interface. The ECS group works with the CLEC community to resolve system outages/degradation in a timely manner. The telephone number for the ECS group is 1-888-462-8030.

Enhancement. Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other systems), data, or business rules (processing algorithms – how a process must be performed); any change in the User Requirements in a production system.

Emergency Change. Defect Changes identified as High Impact are **emergency changes.** (Remove – these changes are already addressed as Type 1 System Outages)

Exception Change. An exception change request may involve the extension of the normal intervals for the implementation of a Type 2-5 change. (BellSouth supports as an escalation)

Expedited Feature. An expedited feature is the inability for a CLEC to process certain types of orders to BellSouth due to a **lack of programming** on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.

Expedited Feature. An expedited feature is the inability for CLEC to process certain types of LSR's based on the existing functionality to BellSouth's operations support systems (OSS's) that are in the scope of Change Control. The change request for an expedite must provide details of the business impact and will fall into one of two categories: 1) a defect that has been re-classified as a feature where

the CLEC has determined should be expedited due to impact and 2) an enhancement to an existing product or service where the CLEC has determined should be expedited due to impact.

H

High Impact. The failure causes impairment of critical system functions and no electronic workaround solution exists.

I

Internal Change Management Process. Internal process unique to BellSouth and each participating CLEC for managing and controlling Change Requests.

L

Low Impact. The failure causes inconvenience or annoyance.

M

Medium Impact. The failure causes impairment of critical system functions, though a workaround solution does exist.

N

Need-by-Date. Date used to determine implementation of a Change Request. This date is derived at the Change Review Meeting through team consensus. Example: 1Q99 or Release XX.

P

Points of Contact (POC). An individual that functions as the unique entry point for change requests on this process.

Priority. The level of urgency assigned for resource allocation to implement a change. Priority may be initially entered by the originator of the Change Request, but may be changed by the BCCM with concurrence from the originator or the Review Meeting participants. In addition, level of priority is not an indication of the timeframe in which the Change Request will be worked. It is the originator's label to determine the priority of the request submitted.

One of four priorities may be assigned:

1-Urgent. Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Change Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

2-High. Implement in the next possible scheduled major release, as determined during the Release Package Meeting.

3-Medium. Implement in a future scheduled major release. A scheduled release will be established during the Release Package Meeting.

4-Low. Implement in a future scheduled major release only after all other priorities. A scheduled release will be established during the Release Package Meeting.

Project Plan. Document which defines the strategy for Release Management and Implementation, including Scope Statement, Communication Plan, Work Breakdown Structure, etc. See Release Management Project Plan template, Attachment B-1.

Proposed Release Package: Proposed set of change requests slated for a release that the BCCM presents to the CLEC community during the Release Package Meeting

R

Release – Major. Implementation of scheduled Change(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Change(s). Application-to-Application and Machine-to-Human.

Release – Minor. Implementation of scheduled Change(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Change(s). Machine-to-Human.

Release Package. Package distributed by the BCCM listing the Candidate Change Requests that have been targeted for a scheduled release.

Release Package Notification. Package distributed by the BCCM and used to conduct an initial Release Management and Implementation meeting. The package includes the list of participants, meeting date, time, Approved Release Package, Defect/Expedite Notification, etc.

Release Schedule: Schedule that contains the intended dates for implementation of software enhancements. This release schedule is created annually.

S

Specifications. Detailed, exact document(s) describing enhancement and/or defects, business processes and documentation changes requested and included with the Change Request as additional information.

System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.

V

Version (Document). Indicates variation of an earlier Change Control process document. Users can identify the latest version by the version control number.

APPENDIX A – CHANGE CONTROL FORMS

See Attached Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 – A-4A contains sample Change Control forms and line by line Checklists.

Change Request Form. Used when submitting a request for a change (Attachment A-1).

Change Request Form Checklist. Provides line-by-line instructions for completing the Change Request form (Attachment A-1A).

Change Request Clarification Response. Used when responding to request for clarification or Clarification Notification (Attachment A-2).

Change Request Clarification Checklist. Provides line-by-line instructions for completing the Change Request Clarification Response (Attachment A-2A).

Acknowledgement Notification. Advises originator of receipt of Change Request by BCCM (Attachment A-3).

Acknowledgement Notification Checklist. Provides line-by-lines instructions for completing the Acknowledgement Notification. (Attachment A-3A).

Cancellation Notification. Advises the originator of cancellation of a Change Request (Attachment A-3).

Cancellation Notification Checklist. Provides line-by-line instructions for completing the Cancellation Notification. (Attachment A-3B).

Clarification Notification. Advises originator that a Change Request is being held pending receipt of additional information (Attachment A-4).

Clarification Notification Checklist. Provides line-by-line instructions for completing the Clarification Notification. (Attachment A-4A).

Letter of Intent. CLEC provides notice of intent to implement a TCIF compliant interface within a specified timeframe. (Attachment A-5).

APPENDIX B – RELEASE MANAGEMENT

See Attached Forms

Release Management and Project Implementation is described in Step 10 of the Change Control Process. Project Managers are responsible for confirming the release date, developing project plans and requirements, providing the WBS, Gantt chart and Executive Summary to the BCCM for input to the Change Review Package and ensuring the successful implementation of the release.

The BST Change Control Manager (BCCM) will distribute the Release Notification Information via web. The Notification should contain the following information:

- List of participants (Project Managers from each stakeholder)
- Date(s) for the next Project Manage Release meeting(s)
- Times
- Logistics
- Meeting facilitator and minutes originator (rotated between stakeholders)
- Current Approved Release Package (email attachment)
- Current Maintenance/Defect Notification Information (web posting)
- Draft Release Project Plan - WBS (email attachment created by the Lead Project Manager (s) assigned in step 8 of the Change Control Process)
- Lead Project Manager (s) assigned to the Release with reach numbers (s)

Attachments B1 – B12 contain templates designed to assist the Project Manager(s) in conducting project management responsibilities as needed for Release Management and Implementation.

APPENDIX C – ADDITIONAL DOCUMENTS

See Attached Documents

APPENDIX D –BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES

Since August 1998, BellSouth's policy, which is stated in its Statement of Generally Accepted Terms (SGAT) and standard interconnection agreement, has been to support two industry standard versions of the applicable electronic interfaces at all times. Currently, the EDI and TAG electronic interfaces are maintained this way, because they are the interfaces that require the CLEC to "build" its side of the interface to use the new standard. The two industry standard versions of an interface are maintained when BellSouth is implementing an entirely new version of an interface based on new industry standards, not when BellSouth is simply enhancing an existing interface. Periodically, the standards organizations for an interface will issue a new set of standards. After submitting the new standards to the CCP to determine how and when they will be implemented, BellSouth will introduce a new version of that interface based on the new standards. BellSouth will keep the "old" version of the interface based on the old industry standards "up" for those CLECs that have not had enough time to build their side of the interface to the new industry standards. BellSouth gives CLECs six (6) months advance notice of the implementation of electronic interfaces based on new industry standards.

When a new industry standard for the interface is issued, the most recent prior industry standard version of the interface will be frozen - no changes will be made to the old version of the interface. BellSouth will support both the new industry standard version and the old industry standard version until the next set of industry standards is issued. Then, BellSouth will support the two most recent industry standard versions of the interface. If, for example, version A were based on the current industry standards, then following the implementation of version B based on the new industry standards, BellSouth would freeze version A until the implementation of version C. Upon the implementation of the version C of the interface based on the newest industry standards, BellSouth would no longer support version A, would freeze version B, and would support both version C and the frozen version B until the implementation of next set of the industry standards.

For example, in March 1998, BellSouth released a new industry standard version of EDI based on TCIF version 7.0. Between March 1998 and January 2000, BellSouth implemented a series of major releases (4.0 and 5.0) and a series of "point releases" (4.1, 4.2, etc. and 5.1, 5.2, etc.). The final "point release" of EDI was Release 5.8. In January 2000, BellSouth implemented Release 6.0 of EDI based on TCIF 9.0. When this occurred, BellSouth began maintaining Release 5.8 alongside of Release 6.0 of EDI.

NOTE: Because LENS is not an industry standard, machine-to-machine interface, LENS is not covered under the policy described above.